

ACSI QUESTIONS

Q1. Before you had any experience with the FAA, you probably knew something about the FAA. Now think back and remember your expectations of the overall quality of the Federal Aviation Administration. Please give me a rating on a 10 point scale on which "1" means your expectations were "not very high" and "10" means your expectations were "very high."

How would you rate your expectations of the overall quality of FAA?

Q2. How good a job does Air Traffic Control do in ensuring the safety of air traffic? Using a 10 point scale on which "1" means "poor" and "10" means "excellent, how good a job does Air Traffic Control do in ensuring the safety of air traffic?

Q3. And how professional are Air Traffic Control personnel in terms of being knowledgeable, helpful, and responsive. Using a 10 point scale on which "1" means "not at all professional" and "10" means "very professional" how professional are Air Traffic Control staff?

Q4. How accurately do the results of the pilot certification process reflect your skills and knowledge? Using a 10 point scale on which "1" means "not at all accurate" and "10" means "very accurate" how accurate do you consider the certification of pilots?

Q5. How competent in terms of being knowledgeable and familiar was the person giving you the flight check with the type of aircraft and operational environment in which the test was conducted? Using a 10 point scale on which "1" means "not very competent" and "10" means "very Competent" how competent was the person giving you the flight check?

And thinking about what the FAA does to promote the safety of aviation...

Q6. Is information on policies, standards, and regulations clear and understandable? Using a 10 point scale on which "1" means "not at all clear and understandable" and "10" means "very clear and understandable," how clear and understandable is information on policies, standards, and regulations?

Q7. How well do the FAA standards established for the regulation of pilots contribute to aviation safety? Using a 10 point scale on which "1" means "not at all well" and "10" means "very well" how well do FAA standards regulating pilots contribute to aviation safety?

Q8. Not Asked

Q9. Not Asked

Q10 Please consider all your experiences in the past two years with the Federal Aviation Administration. Using a 10 point scale, on which "1" means "not very high" and "10" means "very high" how would you rate the *overall quality* of the FAA?

Satisfaction includes many things. Let's move on and talk about your overall satisfaction with the FAA.

Q11. First, please consider all your experiences to date with the Federal Aviation Administration. Using a 10 point scale on which "1" means "very dissatisfied" and "10" means "very satisfied," how "*satisfied*" are you with the FAA?

Q12. Considering all of your expectations, to what extent has the FAA fallen short of your expectations or exceeded your expectations? Using a "10" point scale on which "1" now means "falls short of your expectations" and "10" means "exceeds your expectations" to what extent has the FAA fallen short of or exceeded your expectations?

Q13. Forget the FAA for a moment. Now, I want you to imagine an ideal agency ensuring the safety of aviation. (PAUSE) How well do you think the FAA compares with that ideal agency? Please use a 10 point scale on which "1" means "not very close to the ideal" and "10" means "very close to the ideal"

Next, I want you to think about any communication you may have had with the FAA regarding complaints about your experience.

Q14. Have you ever complained about the FAA?

Q14A. How many times have you complained formally to the FAA, either in writing or by telephone?

Q14B. And how many times have you complained in talking to personnel of the FAA?

Q14C. How well, or poorly, was your most recent complaint handled? Using a 10 point scale on which "1" means "handled very poorly" and "10" means "handled very well," how would you rate the handling of your complaint?

- Q15. How confident are you that the Federal Aviation Administration will do a good job in the future of promoting the safety of civil aviation? Using a 10 point scale on which "1" means "not at all confident" and "10" means "very confident, "very confident are you that the FAA will do a good job in the future of ensuring the safety of civil aviation?
- Q16. Does your experience with the FAA lead you to believe that commercial pilots will be willing to comply with FAA rules and regulations in the future? Using a 10 point scale on which "1" means "not at all willing to comply" and "10" means "very willing to comply," how willing do you think commercial pilots will be to comply with FAA rules and regulations in the future?
- Q17. Now think about how satisfied you currently are with the FAA. Then think about how satisfied you were with the FAA two years ago Please use a 10 point scale on which "1" means "much less satisfied than two years ago. and "10" means "much more satisfied than two years ago". How would you rate your present satisfaction compared to two years ago?